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May 23, 2007

Commission's Secretary
Office of the Secretary
Federal Communications Commission

Subject: Designation of 2-1-1 and 5-1-1 as abbreviated dialing codes
CC Docket NO. 92- 105

Gryphon Place hereby submits its Reply Comments to Public Notice DA 07-2017, released May 7, 2007. The Public Notice requested comments on the status of implementation of the 211 and 511 Dialing Codes. Further, the Public Notice requested comments on actions the Commission should take if these Dialing Codes are not widely used. Gryphon Place is limiting its comments to the status of 2-1-1 service in Michigan.

Gryphon Place employs 42 people, 10.5 FTE in delivering 2-1-1 services and, since April 1, 2003, has provided 2-1-1 service Kalamazoo County and after hours 2-1-1 for two other counties in Southwest Michigan. Kalamazoo County has a population of 240,000. The database of service providers used for making referrals has listings for 529 agencies and services. In 2006 our 2-1-1 call center received 18,300 calls. Since launching 2-1-1 service, Gryphon Place has received over 60,000 calls.

The most common reasons clients give for calling 2-1-1 are in seeking help with "Basic Needs" of food, shelter, utility assistance, and transportation. Many others are experiencing personal crises that need support and referral for mental health and substance abuse services. Our organization is designated in our county disaster plan as the resource for coordinating volunteers and information and referral services in the event of a major disaster in our community.

Gryphon Place has worked closely with community partners, including United Way, Community Mental Health, Public Health, the county disaster team and many other community organizations. We have devoted significant time and resources to implementing and operating 2-1-1 service to ease access for people in need to information about health and human services and to support . We respectfully request that the Commission find the public is well-served by the use of 2-1-1, that the Commission continue to support the 2-1-1 Dialing Code for this purpose, and that the Commission use its' authority to facilitate more widespread use of the service.

Sincerely Yours,

William H. Pell
Executive Director

